



# WINTER WONDERLAND

## SENSORY GUIDE

# WHAT I MIGHT SEE



- When I enter, I may see a queue of people waiting to come in.
- I will enter the event through one of the four entrance gates.
- There will be members of staff around. They will be searching bags, scanning tickets, and directing people the correct way.
- Inside the event, rides and attractions have bright, colourful, and flashing lights, especially in the evening when it gets dark.
- I will see lots around me, including tall rides, market stalls, and Christmas decorations all around.
- Some areas have lights and decorations that blink, spin, or sparkle.

## **Tips:**

- Avoid visiting after sunset if you are more sensitive to flashing lights. During the day, the lights are less intense.
- Walking around the event during the day may be quieter, particularly at off-peak times. There will also be more natural lighting.

# HOW IT MIGHT FEEL 🖐️



- The ground is made from plastic panels, meaning it won't be muddy once I'm inside the event.
- Rides may require me to wear a safety belt, strap or harness. The seat might be a different texture, such as cold or hard.
- In colder attractions such as the Magical Ice Kingdom and Bar Ice, the temperature will be lower, and I may be given a coat or gloves as part of the attraction.
- The crowds might be busy, especially at peak times. I may get bumped or brushed past, particularly if I'm there in the evening where visibility might be slightly lower.

## **Tips:**

- Bring a comfort item or fidget toy to hold if this is helpful.
- Wear enough layers to make sure you're warm enough, it can get cold!
- Plan some breaks in quieter corners around the event during your visit if needed.

# THINGS I MIGHT TASTE

- There will be lots of different food and drinks available to buy. Some are sweet (like crepes or waffles), and some are savoury (like bratwurst or fries).
- If I need any advice on the ingredients in the food, I can speak with the vendor who will be able to answer my questions.

## Tips:

- Food isn't permitted inside, but if you need to bring snacks with you due to dietary requirements, please speak with our security team who will allow this at their discretion.
- You are welcome to bring water with you! Open bottles of drink/liquid are not permitted, however unopened bottles of water will be accepted, as well as empty reusable cups and bottles.

# WHAT I MIGHT SMELL

- Food stalls sell lots of different things: sausages, burgers, churros, mulled wine, cheese, and roasted nuts. I may recognize some strong smells from these foods as I walk around.

## Tips:

- Bring a **scarf or scented stick** (like lavender or mint) to smell if this will help.
- Take breaks in quieter open-air spaces where the smells can drift away more easily.



# WHAT I MIGHT HEAR



- The fairground rides often make loud sounds. I will hear engines, loud music, and people screaming (because they're excited, not scared).
  - I might hear the whooshing sounds of rides going past, or recordings overhead playing announcements to people in the ride queue.
  - There are live music areas like the Bavarian Village, with bands and speakers. There will also be music playing over speakers as I walk around the event.
  - At busier times, the crowd of people might be louder. I might hear people chatting, singing, and laughing.
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- **Tips:**
  - Bring noise-cancelling headphones or earplugs if you loud sounds are tricky for you.
  - For a quieter experience, try visiting at our off-peak times, which are usually weekdays or earlier in the day. The event is typically less busy at these times.

# KEY AREAS AND ATTRACTIONS



## MAGICAL ICE KINGDOM

- There will be a photo opportunity at the start if I want to take a picture.
- Temperature is kept cold, as the sculptures are all made from real ice
- The Magical Ice Kingdom may be quieter than other areas of the event
- People will wander round at a walking pace, stopping to look at the sculptures as they go



## BAR ICE

- I'll be given a coat and gloves to wear before I go in, as it is cold in Bar Ice.
- The bar is lit up, but it is a cooler and darker area of the event.
- Drinks are served in glasses made of ice!



## ICE RINK

- I will receive a pair of ice skates at the skate exchange area. If these are too tight or loose, I can always ask to change these before I go on the ice.
- On the ice I will see other people heading around the rink.
- There is music playing over speakers in the background.



## ICE SCULPTING

- This area will be at a cooler temperature as I'm working with ice.
- I will be given equipment to sculpt the ice with.
- There will be staff members there to guide as I do my sculpting.

# KEY AREAS AND ATTRACTIONS



## GIANT WHEEL

- The wheel goes high up, so I will get a great view over London.
- I will need to get into the pod as the wheel is going round, but the wheel moves very slowly.
- Each pod fits up to 6 people, so I may be seated with other people if my group is smaller than 6.



## CIRCUS

- The performance takes place inside a big tent.
- There may be bright colourful lights throughout the show.
- I will see performers in costumes entertaining the crowd.



## REAL ICE SLIDE

- I will be given a helmet which I'll need to wear to go down the slide.
- I may have to queue before my turn on the slide.
- The ring is rubber and has handles to hold on to whilst I'm going down.
- A member of the team will push me down from the top.



## ENTRY

- There might be a queue to enter at busier times. If I find it difficult to queue for a long time I can use the Access Lane.
- There will be staff searching bags and scanning tickets at the entry gate.



# ACCESSIBLE FACILITIES

## LOW SENSORY SESSIONS

- We run Accessible Sessions at Bar Ice and the Ice Rink. These sessions have a lower capacity of guests, reduced levels of music and sound as well as lighting.
- For details on these dates please see our booking calendar online, or our Access Guide [HERE](#)

## ACCESS CHAMPIONS

- We have Access Champions working as part of our Customer Service team, to make sure everyone has an enjoyable time at the event. If you need any assistance during your visit, please head to one of our Information Points and the team will be happy to assist!

## TOILETS

- There are two High Dependency Units/Mobiloos/Changing Place Units.
- There are accessible toilets at most toilet blocks on site, please see our map for further details.
- All accessible toilets and High Dependency Units can be accessed using a radar key.

## QUIET SPACES

- We have a covered chill/quiet area at the north of site near the family entrance. This enclosed space has heating, neutral lighting and is music free. Please note that families and children may be using this area.
- There are also quieter spaces during the day in the Bavarian Village/Hall and the Street Food area.